

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 29th day of February 2020
C.G.No:195/2019-20/ Kadapa Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao
Sri. Dr. R. Surendra Kumar

Chairperson
Independent Member

Between

A.Venugopal,
Sairam Watch Centre,
R.S.Road, Aravapalli
Nandalur,
Kadapa. Dt.

Complainant

AND

1.Assistant Accounts Officer/O/ Vontimita
2.Deputy Executive Engineer/ Vontimitta
3.Executive Engineer/O/Rajampet

Respondents

ORDER

1. Complainant presented a complaint before this Forum stating that he is utilizing LT Cat – II service for running a small watch repair shop. Consumption to this shop is around 15 units per month. But he had received excess CC bill for an amount of Rs.625/- . Hence he requested the Forum for revision of CC bill.
2. The JAO/S-ERO/ Vontimitta stated that while reviewing the withdrawal RJ's , the internal audit during 06/2019 pointed that rate applied for withdrawal in respect of service No.2345102002567 was wrong and levied shortfall amount for Rs.424/- and hence shortfall amount of Rs.424/- was raised and the same was also informed to the consumer.
3. Since complainant was aggrieved by the version of Respondents a Personal hearing was conducted on 17.12.2019 and heard both parties. Assistant Executive Engineer was

DESPATCHED

DATE C.G.No.195/2019-20/Kadapa Circle

Page 1

03/03

directed to furnish connected load particulars. Accordingly AAE/O/Nandalur submitted that the connected load was tube light (40 Watts) -2 No's and Fan (60 Watts) -1 No. The total connected load was 140 watts.

4. The Respondents 1, 2 and 3 did not choose to file written submission before the Forum for the reasons best known to them.
5. When the complainant was contacted over phone on 10.1.2020 at 5.20 P.M. by the staff of the Forum he replied that his problem was resolved and he had paid the entire amount.
6. Since the complainant himself accepted that his grievance was resolved there is no need to the forum to keep this file pending for want of written submission from the Respondents and accordingly the case is disposed off.


If aggrieved by this order, the Complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh**, 3rd Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008, within 30 days from the date of receipt of this order.

This order is passed on this, the day of 29th February 2020.

Sd/-
Independent Member

Sd/-
Chairperson

Forwarded By Order


Secretary to the Forum

To

The Complainant

The Respondents

Copy to the General Manager/CSC/Corporate Office/ Tirupati for pursuance in this matter.

Copy to the Nodal Officer (Executive Director/Operation)/CGRF/APSPDCL/TPT.

Copy Submitted to the Vidyut Ombudsman, Andhra Pradesh , 3rd Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008.

Copy Submitted to the Secretary, APERC,11-4-660, 4th Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.